



Interactive Voice Response System (IVR) For Disability Claims and Paid Family Leaves



Sedgwick makes it easy to access your claim information at any time with our speech-activated self-service IVR system providing Pacific Gas & Electric employees a fast and convenient way to request a new PFL, STD or LTD, obtain the status of any open existing claim or report a return to work date. **Important:** If you are requesting a leave of absence not covered under PG&E's Short Term Disability (STD) or Paid Family Leave (PFL) policies or are reporting an intermittent absence, please use the Leave IVR guide.

When calling, be sure to have your **8 digit employee ID** which you know as your Personnel # and say or enter all leading zeros, followed by your date of birth to verify your identity.

Sedgwick's IVR is available 24 hours a day, 7 days a week at: **855-732-8217** select option 1 from the Main Menu.

Let's get started

Obtaining your claim information is fast, easy and secure.

When prompted, choose from the following options:

- If you're calling about a claim you've already filed with us, even recently, say **"Existing Claim."**
 - See the information to the right for the claim information available with this option.
- To submit a claim, say **"New Claim."** After verifying your identity, you will be transferred to a Service Center Representative.
 - Be sure to have the physician's name, phone number and fax handy to expedite the handling of your claim.
- If you're calling to report your actual or estimated return to work date, say **"Return to Work"**.
 - You will also be asked if you are returning to your same job schedule and duties. If you respond 'no', you will be transferred to a Service Center Representative who will request information about your work restrictions.
- To get our mailing address or fax number, say **"Contact Information"**. Tell us whether you need our **"mailing address"** or our **"fax number."**

Calling about an existing claim?

Allow one business day for processing your new claim before obtaining status through this automated system.

Be sure to have the following information ready when you call; we'll need it to verify your identity:

8 Digit EE ID and Date of Birth

Once authenticated, you can hear:

- the status of your most current disability or paid family leave
- the approved benefit period and authorized benefit amount
 - if you have STD claim and are receiving Capped Sick time, this payment information will not be available through the IVR; your payroll department will have Capped Sick time payment information
- the last medical update received and when the next medical report is due
- your return to work date
- status of your concurrent leave *(if applicable)*
- approved leave start/end dates
- denied leave status and reason
- other open claims or claims closed within the last six months
- payment history

Need help? To get additional assistance or speak with a Service Center Representative at any time, Say **"Agent"** or **press 0 (zero)**.